



SC Department of Employment and Workforce

NEWS RELEASE

Media Contact:

Heather Bianca

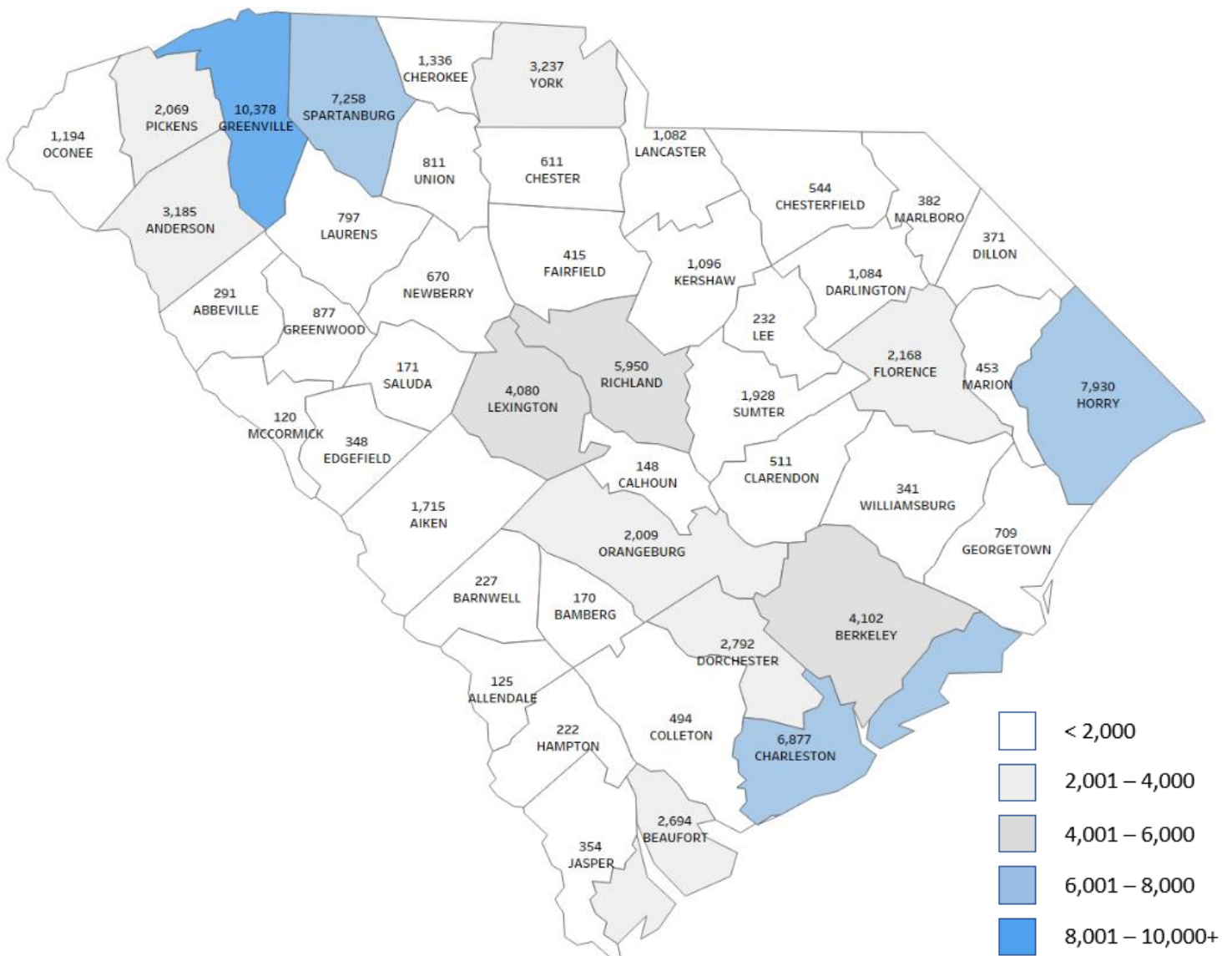
For Immediate Release

8:35 a.m. April 16, 2020

South Carolina Initial Unemployment Insurance Claims Data Week Ending April 11, 2020

Initial Claims: In the week ending April 11, 2020, the advance figures for South Carolina initial claims* are 87,686, an increase of approximately 3.14% from the previous week's count of 85,018 and a 4,293.09% increase from the week ending March 14, 2020 when only 1,996 initial claims were filed. This means that there were 87,686 individuals who both live and work in the state of South Carolina who filed an initial claim during that week. This is the data you will see reflected in the county information below.

County Map (Intrastate)





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Additional Agency Data and the Unemployment Insurance Process:

1. The agency has processed 268,614 claims in the four weeks since the pandemic began as opposed to the four weeks prior to the pandemic when the agency processed a total of 7,783 initial claims.
2. \$114 million has been paid in \$600 CARES Act benefits and regular South Carolina Unemployment Insurance benefits Sunday-Tuesday of this week alone. This is before the additional funds for Pandemic Unemployment Assistance have even reached the state.
3. Working with our South Carolina business partners, as well as internally cross-training our workforce, we have been able to surge our call center staff from 46 customer service representative to 292 and more staff are being trained and added to the phones each day (to bring us up to more than 500 next week) to help respond to claimant questions.
4. While call center hours for incoming calls – 8:00 a.m. to 4:00 p.m. Monday thru Friday – have not changed, staff continue to work extended hours each week day and through weekends making outbound calls. These call backs respond to individuals captured in the queue and those whose claims require follow up from a claims specialist.
5. A chat bot feature has been added to the website to help answer unemployment and COVID-related questions.
6. If you are self-employed, a contractor, gig workers, file a 1099 – you are encouraged to go ahead and apply for unemployment insurance benefits. Because these types of employment are not eligible for state unemployment insurance benefits under regular program requirements, you will receive notification that you have been denied. However, this is the first step in the process to receive federal funds coming under the CARES Act's Pandemic Unemployment Assistance program. In accordance with USDOL guidance, we will begin processing these applications in the coming weeks and notify you of your next steps for eligibility. If you are determined eligible, your funds will be paid retroactively.
7. Please visit the [COVID-19 Resource Hub](#) or dew.sc.gov website for recently added Frequently Asked Questions about the filing and claims unemployment insurance process. Check the sites in order to avoid the wait!

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About the S.C. Department of Employment and Workforce

The S.C. Department of Employment and Workforce is putting South Carolinians to work. The agency has four missions: (1) workforce development; (2) free job match employment services; (3) unemployment insurance; and (4) labor market information. All four missions contribute to workforce development. The agency is dedicated to advancing South Carolina through services and programs that meet the needs of our businesses, jobseekers and those looking to advance their careers.